SENTINEL

Key Safes FAQ

- **Here at Sentinel we do not store any records of personal codes for customers.**
- **Sentinel is not the installer and therefore not present when the code is set.**
- **Due to the security nature of the product, there is also no reset code available.**

If you find yourself with a Sentinel Wall safe and no code, there are only a few options available, but nothing guaranteed:

Firstly, the easiest and simplest option is to find out if anyone holds a record of the code. Start with the neighbours, they may have been trusted with the code. If you have just purchased the property the solicitors or estate agents may have been given the code. The local authority as part of a care package may have a record of the code. Investigate as much as possible as the code is really the only way to open the key safe without drastic action.

Secondly, (and not really an option, sorry) you could try to guess the code. As a mechanical product the code can be one digit or up-to 12 characters long and anything in between. To attempt to guess the code would be a long task, with over 4,000 code combinations.

Finally, if the code is truly lost and not recoverable, you can remove the key safe from the wall if you require, there are four screws within the vault to remove the wall safe from the wall. Calling a locksmith would not help in this situation as they would not be able to pick the lock. Heavy duty power tools will be needed to remove the front panel to gain access to the screws which are inside the vault area.

If you are leaving a property with a Wall safe installed, good practice is to leave a record of the code for the new owners. Alternatively, you can leave the Wall safe empty and with no code set, then the new owners can set their own memorable code and enjoy the convenience of having a spare key securely stored outside.